



division of
Finance

**Newsletter for State Accounting
& Budgeting Professionals
November 2021**

Disbursements Office Move

By the Disbursements Team

The Finance Disbursements office, currently located at the Capitol Hill State Office Building, will soon be moving to the Taylorsville State Office Building. Moving day is scheduled for November 30, 2021. That day, the office will be closed to all walk-in traffic at both building locations but will still be reachable by phone. The office is expected to re-open for normal business on December 1, 2021 on the first floor of the Taylorsville building.



We apologize in advance for any inconvenience caused by the move, but we are excited to join our colleagues at the new building. To minimize any troubles, we encourage agencies not to enter vital or time-sensitive payments into FINET on November 29 (which would normally be available for pickup the morning of the 30th). If possible, we recommend getting payments entered on the 28th.



ZOHO Help Desk

By Payroll

State Payroll is changing the way we help you and your employees. Like the FINET team, State Payroll has moved to ZOHO.

ZOHO is an online tool to help employees access information and find quick resolution to common payroll questions.

As an example, if an employee wants to find out how to change their direct deposit or change their withholdings, they can go to the website and find instructions or they can submit a ticket and a payroll specialist will assist them.

To view the website, go to: <https://payrollhelpdesk.utah.gov/portal/en/home>

Example on following 2 pages

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Payroll Help Desk

Search articles Use the search box to find payroll information

Sign In A

Home Knowledge Base My Area + Click the + button to create a ticket for a help desk person to review

Knowledge Base
Browse through our collection of articles, user guides and FAQs.
By clicking the knowledge base, the user can search for payroll information by keyword.

Tickets
View your previous tickets; know their statuses and solutions.

Alerts
There are no current alerts

W2 Request
To request a copy of your W2 please email us at payroll@utah.gov
Please include your name and the year of the W2 that you are requesting
We will respond to all requests within 1 business day

Welcome Payroll Support Center
A one stop shop where you can

- Search knowledge based articles for answers to common and frequently asked questions.
- Track the status of your open ticket and add comments or additional information.
- Look at your ticket history to find the answer to the question you asked in the past

Hours
Knowledge Base: 24/7
Agents are available
Monday - Friday: 8AM - 5 PM
Saturday - Sunday: Closed

Recent Articles

PAYROLL / FAQ'S	ESS demo
PAYROLL / FAQ'S	Proposed change to new hire/rehire date
PAYROLL / FAQ'S	W2 for retiree's
PAYROLL / FAQ'S	FICA exempt
PAYROLL / FAQ'S	Name Change
PAYROLL / FAQ'S	Change of Address

Payroll information can be viewed to the right

Recent payroll articles can be selected and viewed

Employees can use the home page to navigate and find solutions to their payroll questions:

- Open a ticket for a help desk technician to review and respond.
- Use the search bar and knowledge base to search for common questions and answers.
- Payroll help desk hours, alerts, and contact information.

To use the knowledge base or search articles, enter a keyword. For example, if you would like to see how to request a pay stub, enter pay stub and information will be returned to you:

Payroll Help Desk

SEARCH BY ALL KNOWLEDGE BASE TICKETS

paystub

Copies of pay stubs

My Area +

Search results for "paystub"

Showing All Knowledge Base Tickets

Copies of pay stubs

Knowledge Base (1)

▼ Payroll (1)

To submit a ticket, click on the + button and select Submit a ticket:

Payroll Help Desk

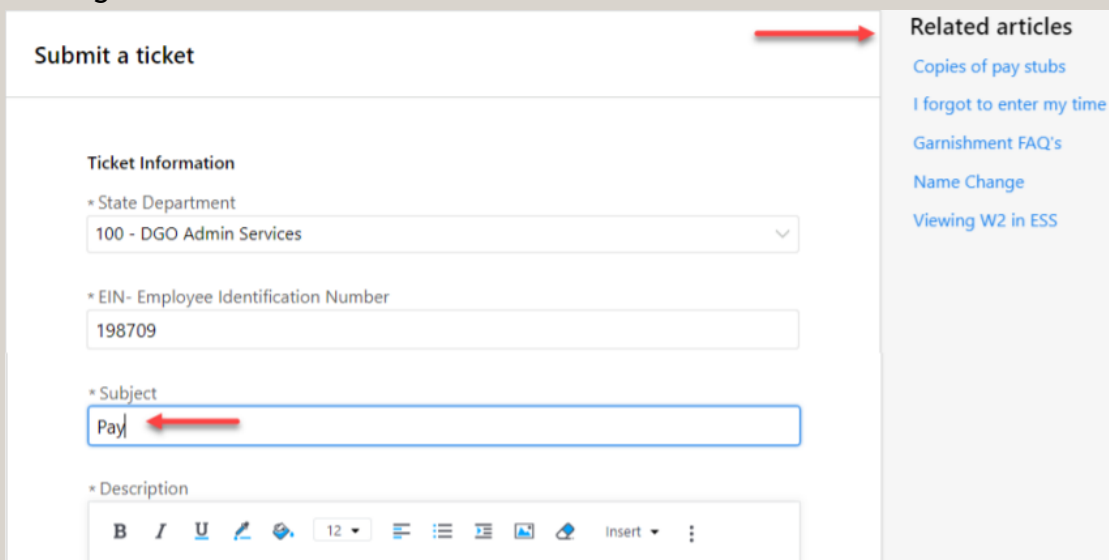
Search articles

Home Knowledge Base My Area

+ Submit a ticket

Our support team will respond to your ticket shortly.

Enter your agency information, employee ID number, and a subject. Then enter the issue or question you would like answered in the description box. As you are entering your ticket subject, related articles that might help you will appear on the right side of the screen:



Submit a ticket

Ticket Information

* State Department
100 - DGO Admin Services

* EIN- Employee Identification Number
198709

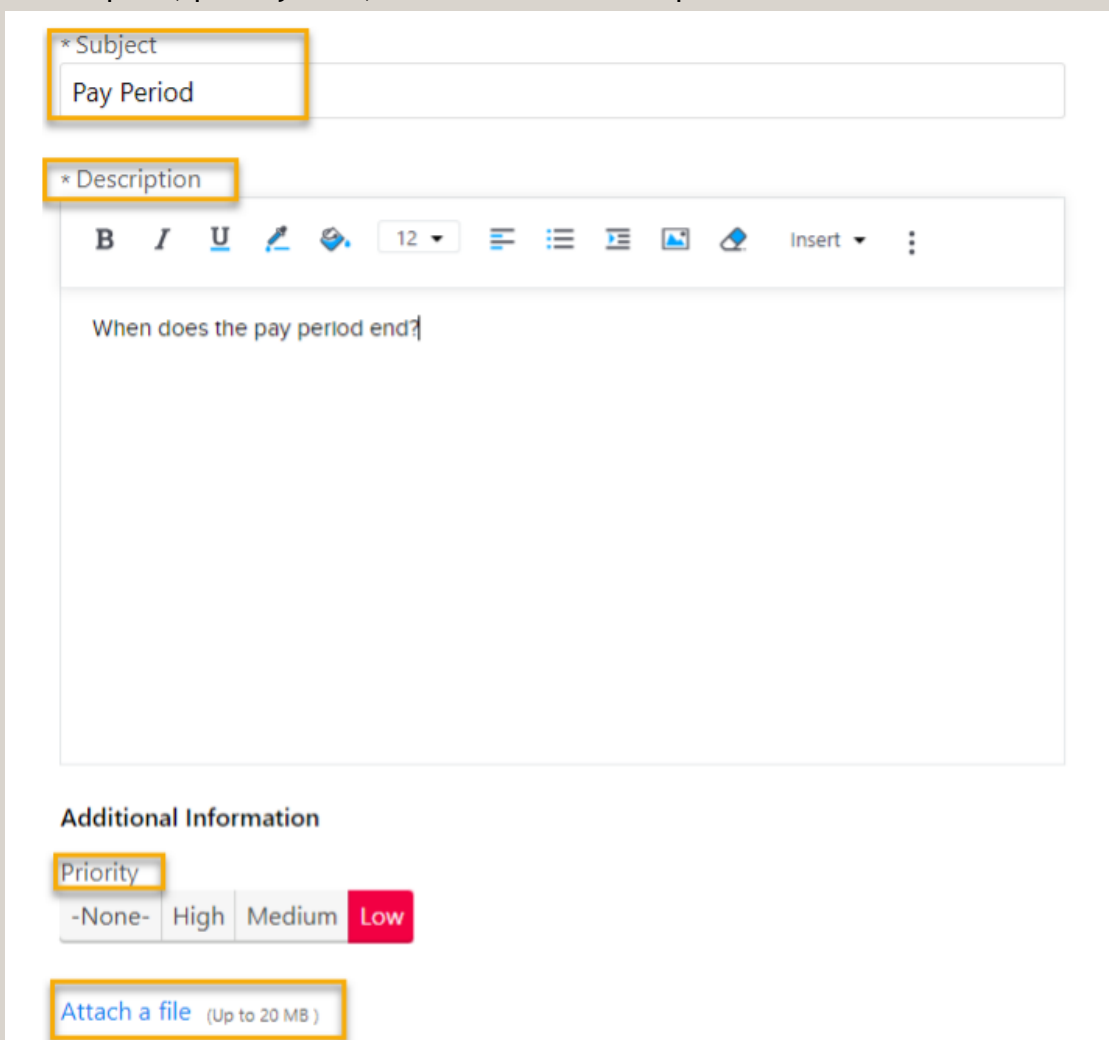
* Subject
Pay

* Description

Related articles

- [Copies of pay stubs](#)
- [I forgot to enter my time](#)
- [Garnishment FAQ's](#)
- [Name Change](#)
- [Viewing W2 in ESS](#)

If you still are unable to find your answer with the related articles, enter the description, priority level, and attach a file if required and then select submit:



* Subject
Pay Period

* Description

Additional Information

Priority
-None- High Medium Low

Attach a file (Up to 20 MB)

Once submitted, a payroll help desk technician will reply to your question within 24 hours.



Need for Agency-Level Accounting Policies and Procedures

By the Internal Control Team

Every agency should have their own formal, written policies and procedures related to accounting processes and internal controls. Some agencies have extensive written policies and procedures while other agencies rely solely on State rules and/or policies and procedures, such as those issued by the GovOps Divisions of Finance and Purchasing. State rules and many State policies and procedures are not detailed enough to guide employees through the steps to accurately follow accounting procedures and process transactions at the agency level. The lack of agency written policies and procedures may result in internal control weaknesses.

To help remedy and prevent such weaknesses, the following are a few examples of areas that agencies should strongly consider establishing detailed written policies and procedures over:

- High internal control risk processes, such as cash receipting.
- Areas involving segregation of duties, such as cash receipting, cash disbursing, and payroll. The duties of each employee involved in the process should be evaluated to determine if adequate segregation of duties is achieved (agency responses on internal control questionnaires may assist in developing the policies and procedures).
- Significant financial transaction types (whatever your agency does that makes it unique, such as land purchases, Medicaid eligibility, investments, welfare payments, road construction, etc.).
- Significant nonfinancial systems from which managerial decisions are made.
- Financial systems, other than the State's accounting system (FINET), that are administered or managed by the agency (such as systems purchased or programmed by the agency, systems that interface with FINET, subsidiary receivables, etc.).
- Situations where internal controls are needed to reduce the level of risk to low in order to reduce the recurrence of: (a) noncompliance with State and federal laws and policies, (b) fraud, (c) errors, (d) ineffectiveness, and/or (e) inefficiency.
- Critical processes where consistent handling of financial transactions, cases, events, etc. are handled by a number of employees.
- Ethics, including conflicts of interest.
- Compliance with professional standards as applicable or desirable.

Having good internal control procedures provides a vital foundation from which to build a strong organization. Regular discussions of internal controls help everyone in the agency understand the importance of the controls. Also, regular reviews by employees of documented processes provide essential reminders of employees' responsibility over appropriate processes and controls. All employees are an important piece of the puzzle in helping assure management that the correct procedures and policies are in place and functioning in order to create an environment of sound internal controls.

W-2 Election (mail or electronic) Is Now Open

By Payroll

- The election period for the 2021 W-2 Form is OPEN for changes now through Friday, January 07, 2022 at 3:00 p.m.
- Employees can receive a PAPER W-2 in the mail OR an ELECTRONIC W-2 online in ESS

W2 Electronic
Snail Mail

New employees and rehires are set to 'Mail the W-2 Form' (a paper W-2 will be mailed by January 31). An electronic W-2 is **not** generated for employees set to receive a paper W-2 in the mail. Employees wishing to receive their W-2 via mail need to make sure their address is up to date. Your W-2 will be mailed to the address listed on your pay stub. If your address is not correct please reach out to the ERIC (801-957-9390) to update it. Employees wanting to access an electronic copy of their W-2 in ESS (instead of receiving a paper W-2 in the mail) **must** change their election to 'Do Not Mail the W-2 Form' and click 'Save Current Selection' prior to 3:00 pm on January 07, 2022.

To VIEW your W-2 election: Login to ESS, click on the View or Update W-2 Election link under the **Payroll** or **Payroll Manager** role, under the **Payments** area Quick Links.

To UPDATE your W-2 election: Follow the VIEW steps above, then select the desired option and click 'Save Current Selection' during the open election period. The W-2 election is effective for the next W-2 generation cycle and remains in effect until: (a) the employee changes it; or (b) their employment is terminated.

Office of State Debt Collection Receivables Monitoring

By Douglas Crockett

On a monthly basis OSDC tracks the receivables (RE) of each State agency. The purpose of tracking state agencies' success in collecting their receivables is to monitor progress made toward timely payments. We gather the data from each agency through a COGNOS report and then track the various totals on an excel report. The totals tracked are:

- CEI collections effectiveness index
- Receivables turnover ratio
- Days receivables outstanding
- % or High-risk receivables, A/R >60



The original purpose of this report was to place it on the COGNOS Dashboard, to which each state agency would have access and be able to follow themselves. The COGNOS dashboard has been slowed by the development of other Division of Finance projects that have been given priority. In the meantime, we are going to move forward in sending these reports to the agencies through email. Once the agencies have this information the next step for OSDC will be to work with these agencies and discuss their processes and possible ways they might be improved.

Welcome to the Team!

New: Kelli Levanger is rejoining the State of Utah as the new Manager of Financial Reporting, replacing Sean Williford. Kelli obtained her Bachelor's and Master's degrees in Accounting from the University of Utah. She is a certified public accountant, a certified internal auditor, and a certified fraud examiner. She is returning to Utah from California, where she was previously employed at Temecula Valley Unified School District as the Director of Fiscal Services.

New: Jenifer Vallejos is the new Post Auditor joining the Internal Control team, replacing Keesha Calloway. She joins us after working in the private sector. She earned a Bachelor's degree in Accounting from the University of Utah and is a certified public accountant.

New: Julissa Garfias is the new Finance Support Service Coordinator, taking over for Jonathan Engel. Her responsibilities include maintaining the FINET Help Desk, and researching issues that arise. Julissa has worked for the State of Utah for close to four years with the Division of Technology Services, working on the contracts team. She is in her second to last semester at Southern Utah University in the Cybersecurity and Information Assurance Program for graduate school.

Congratulations!

Change: Jonathan Engel has taken the position of Financial Information Systems Supervisor, replacing Justin Taylor. Jonathan was previously the Finance Support Service Coordinator, and is now responsible for anything that goes into the State of Utah's Financial system.

Change: Justin Taylor has taken on the role of State Financial Information Systems Manager, following the retirement of Judd Houser. Justin manages system implementation, and will be the Project Owner for the FINET Upgrade Project.

Retirement: Judd Houser has retired, his expertise and his smile will be greatly missed.

Retirement: Larry Simpson is retiring after many years of service. His position as the Financial Information Systems Training Supervisor is open for recruiting. Larry has been a great asset to the Division of Finance, with an abundance of knowledge. We greatly appreciate his service, and will miss him.

